

Quarterly Incident Reporting Process Changes

1. The provider's quarterly report shall be submitted to the LME by the 10th of the month following the end of the quarter.
2. The LME's quarterly report shall be submitted to the Division by the 20th of the month following the end of the quarter.
3. Per the LMEs' request, specific data from the *Provider Quarterly Incidents Report* (formerly the *Level 1 Incident Quarterly Report*)(Form QM11) is now required to be reported on the *LME Quarterly Incidents Report* (formerly the *Quarterly Incident Report*)(Form QM13). At this time, this data will not be included in the quarterly Level 2 and 3 Incidents Report published by the Division. Instead, aggregate data on Level 1 Incidents will be provided to LMEs in a separate report.
4. The *Provider Quarterly Incidents Report* (Form QM11) is required of each provider site, not the corporate site.
5. Before distributing the revised *Provider Quarterly Incidents Report* (Form QM11) to providers, the LME is requested to fill in the LME name, address, email address, and contact numbers for the LME's incident report contact person in the section provided on Page 3 of the form entitled "**Where and How to Submit the Report:**" To do this, it will be necessary to unprotect the form template, enter the information in the appropriate place, and re-protect the document as a form. For those not familiar with how to do this using Word:
 - a. Click on **TOOLS**
 - b. Unprotect the document
 - c. Enter the LME's information (either enter this information in the form fields provided or delete the form fields and permanently enter this information as text as part of the form).
 - d. Click on **TOOLS**
 - e. Protect the document as a *form*
6. Section 3 of both quarterly reports has been revised to allow better reporting of trend analysis findings and how this information is being used to improve services. The report template has been restructured to reflect the reporting elements required by performance measure **1.6.3 Incident Reporting** in Attachment III of the Performance Contract. LME quarterly reports are required to include summaries of (1) data analysis to identify patterns and trends, (2) strategies developed to address problems and opportunities for improvement, (3) actions taken, (4) the evaluation of results, and (5) recommendations for next steps.

To meet the Best Practice Standard, 100% of reports shall be submitted on time and show clear evidence of an effective process containing elements (1) – (5).

To meet the SFY2006 Standard, 75% of reports shall identify trends and contain plans, actions and results [elements (1) – (4)] for how the LME is addressing those trends to make improvement in services.